

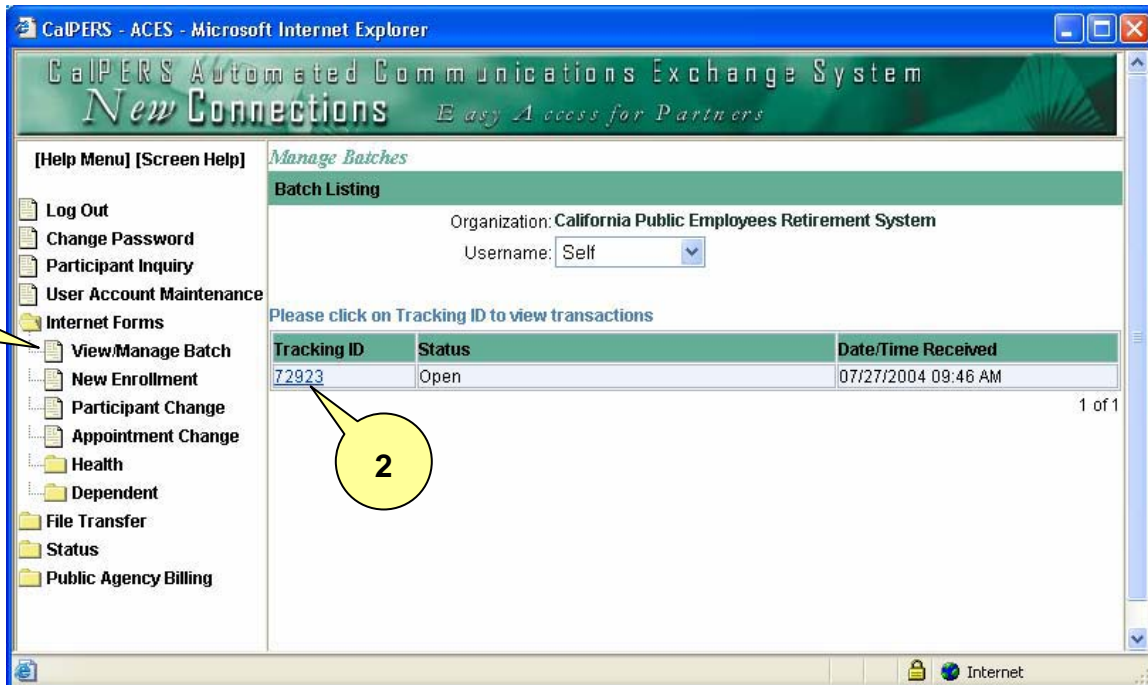
## ERROR CORRECTION PROCESS

The following provides information regarding the error correction process. In this section you can reference how to:

- Submit batches.
- Retrieve reports (information on the transactions you've submitted).
- Correct agency errors.
- Read your Detail Report, reference common messages received, and determine how to resolve them.

### Submitting a Batch

1. Select **View/Manage Batch** from the Internet Forms folder on the Navigation Tree.
2. Click on the [Tracking ID](#) next to the batch you want to submit for processing.



3. Verify your e-mail address.
4. Click **Submit Batch**.

CalPERS - ACES - Microsoft Internet Explorer

CalPERS Automated Communications Exchange System  
New Connections Easy Access for Partners

[Help Menu] [Screen Help] Batch Transaction Listing

Submit Batch Cancel Batch

Organization: California Public Employees Retirement System  
Username: ITRAIN  
Tracking ID: 72923  
Status: Open  
Number of Transactions: 11  
Date/Time Received: 07/27/2004 09:46 AM

Please click on the Trans. No. of the SSN you wish to View/Edit.

☐ Mark all transactions for printing Print Preview

Print	Trans. No.	SSN	Transaction Type	Participant
<input type="checkbox"/>	1	890-11-1649	New Health Enrollment	James Jims
<input type="checkbox"/>	2	890-01-4064	Chg Participant Demographics	Johnathon Wilson
<input type="checkbox"/>	3	890-01-7317	New Health Enrollment	Mike C Andrews
<input type="checkbox"/>	4	890-01-6150	New Health Enrollment	Susie C Scott
<input type="checkbox"/>	5	890-01-5681	Change Health Plan	Max Million
<input type="checkbox"/>	6	890-01-5204	Cancel Coverage	Mary Lee
<input type="checkbox"/>	7	890-01-5414	Change Premium Payment Method	Lori Williams
<input type="checkbox"/>	8	890-01-4260	Add Dependent	Larry Perry
<input type="checkbox"/>	9	890-01-6045	Change Dependent Demographics	Vance Austin
<input type="checkbox"/>	10	890-01-6675	Delete Dependent	Jackie M Sanchez

Next> Last>>

E-Mail address to send processing summary: Personnel@publicagency.com

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5. The Batch Confirmation page will appear indicating that the batch was successfully submitted to CalPERS. If you submitted your health/membership transactions before 3:00 p.m. on a weekday, you will receive an e-mail notification with your Summary Report.

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[Help Menu] [Screen Help] Batch Confirmation

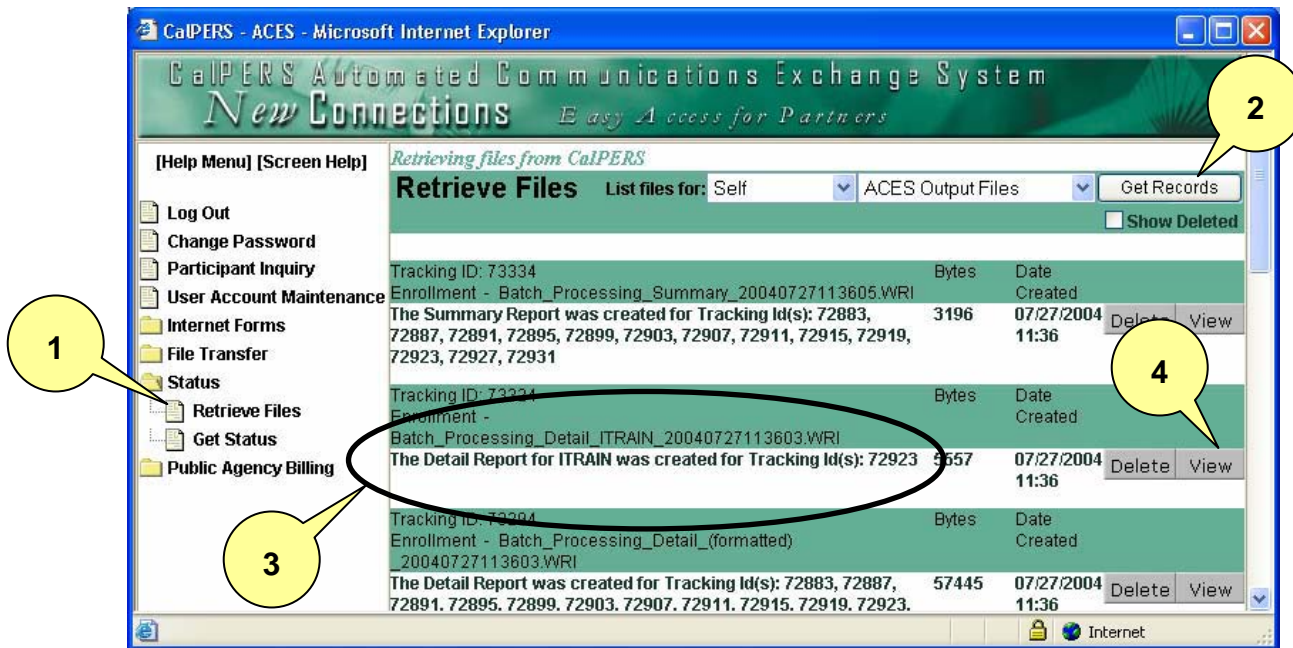
Confirmation

Your batch was successfully submitted to CalPERS.

Organization Name: California Public Employees Retirement System  
Username: ITRAIN  
Tracking ID: 72923  
Date/Time Received: 07/27/2004 09:46 AM  
Number of Transactions: 11  
E-mail address to send processing summary to: Personnel@publicagency.com

## Retrieving Files (Reports)

1. Open the Status folder, and click **Retrieve Files**.
2. Click **Get Records**.
3. Find the Detail Report for your Username and Tracking ID (batch) submitted.
4. Click **View** and print the Detail Report.

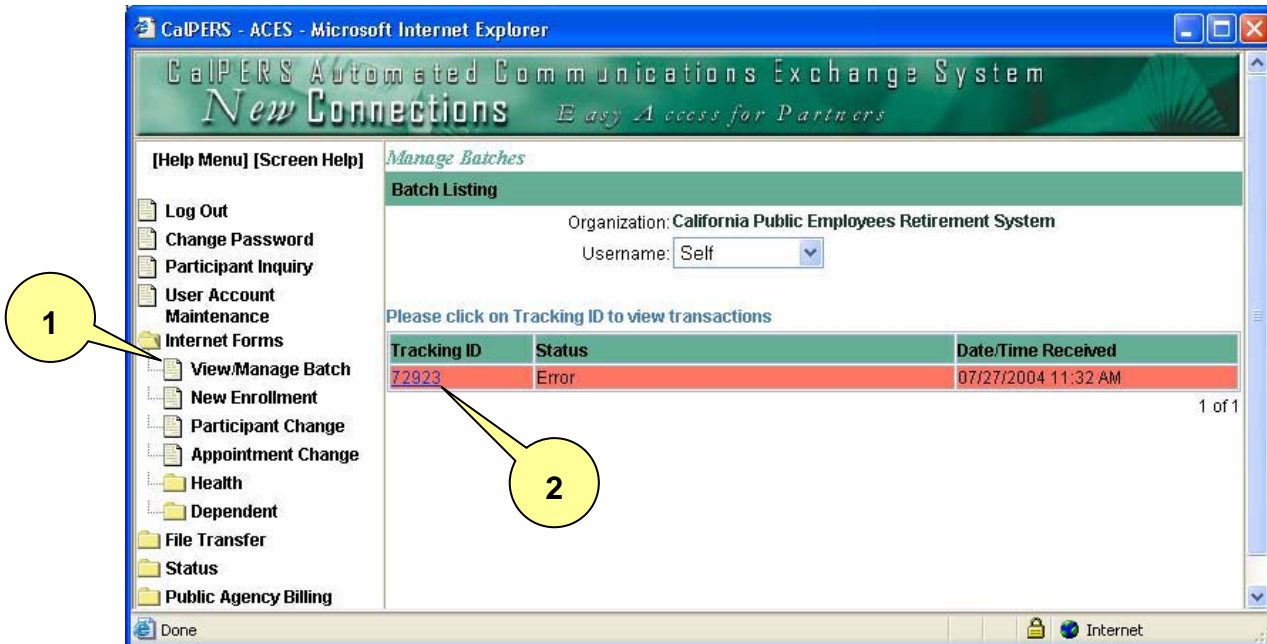


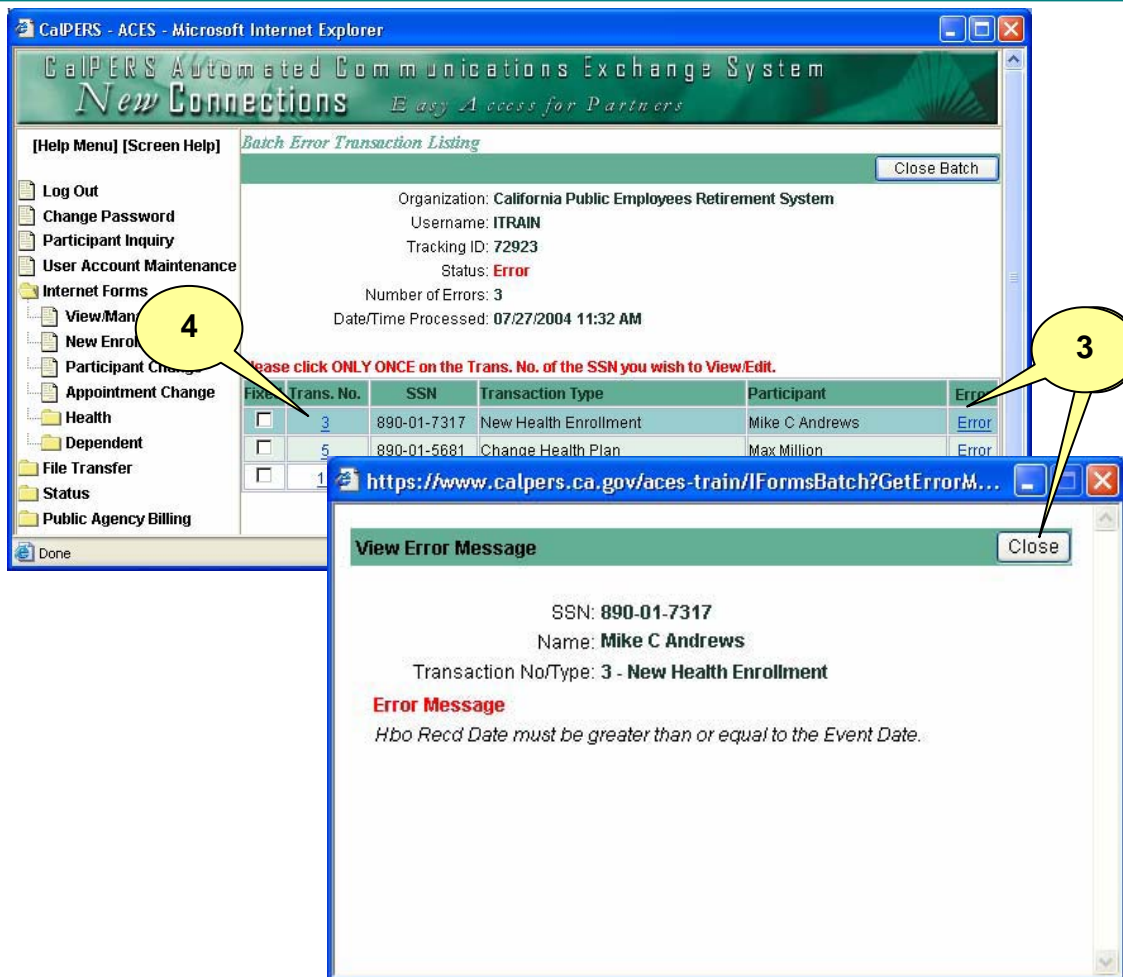
**NOTE:** If the Detail Report indicates there were Agency Errors, you must correct these transactions and submit them to CalPERS for reprocessing.

### Correcting Agency Errors

Employers are responsible for correcting all agency errors. The following process describes how to retrieve errors and submit corrections.

1. Open the Internet Forms folder and click on **View/Manage Batch**.
2. Batch(es) with Agency Errors indicated with the **Error** status. Click the [Tracking ID](#) next to the batch that requires correction. The transactions with a status of "Agency Error" will be displayed.





- Optional: Click [Error](#) at the far right to view the reason the transaction was not processed. This is the same message as in the Detail Report for that transaction and the window can be closed at any time.
- Click the [Trans. No.](#) of the transaction to be corrected. The transaction will appear as originally keyed.



## ERROR CORRECTION PROCESS

CalPERS - ACES - Microsoft Internet Explorer

CalPERS Automated Communications Exchange System  
New Connections Easy Access for Partners

[Help Menu] [Screen Help] New Health Enrollment

New Health Enrollment Save Reset List

SSN: 890-01-7317  
Name: Mike C Andrews Birth Date: 02/03/1977  
Organization: Employment Development Dept.

Health Enrollment

Health Event Reason: 100-Time Base & Tenure

Event Date: 03/15/2003 (mm/dd/yyyy)

HBO Received Date: 03/05/2003 (mm/dd/yyyy)

Health Event Effective Date: 04/01/2003 (mm/dd/yyyy)

Get MedPlan

Plan Name: Kaiser-CA-056

Party Rate: 3

5. Make the appropriate correction and **Save** the transaction.
6. This transaction will now be checked as “fixed” in your **Batch Error Transaction Listing** and the corrected transaction will be assigned a new batch number.  
Note: Transactions are not completed until the new batch is submitted.

CalPERS - ACES - Microsoft Internet Explorer

CalPERS Automated Communications Exchange System  
New Connections Easy Access for Partners

[Help Menu] [Screen Help] Batch Error Transaction Listing

Close Batch

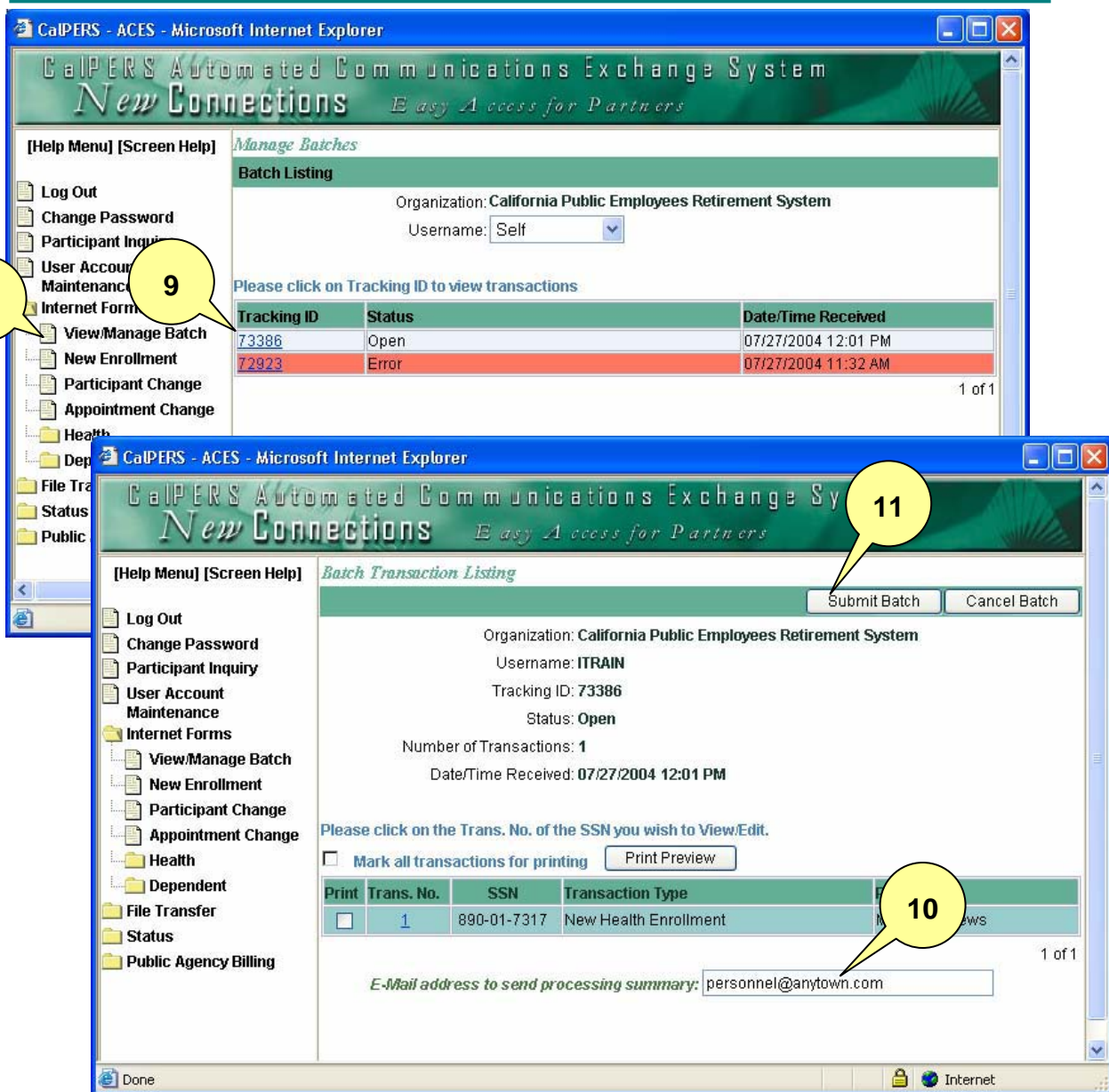
Organization: California Public Employees Retirement System  
Username: ITRAIN  
Tracking ID: 72923  
Status: **Error**  
Number of Errors: 3  
Date/Time Processed: 07/27/2004 11:32 AM

Please click **ONLY ONCE** on the Trans. No. of the SSN you wish to View/Edit.

Fixed	Trans. No.	SSN	Transaction Type	Participant	Error
<input checked="" type="checkbox"/>	3	890-01-7317	New Health Enrollment	Mike C Andrews	Error
<input type="checkbox"/>	5	890-01-5681	Change Health Plan	Max Million	Error
<input type="checkbox"/>	11	889-05-1001	New COBRA Health Enrollment	Tina Turner	Error

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7. When you have corrected all Agency Error transactions, the batch will close automatically. (**Exception:** Occasionally, there may be error messages that cannot be fixed. In these cases, the batch will not automatically close. You must click **Close Batch** to clear the list of errors).



8. Open the Internet Forms folder and click on **View/Manage Batch**.
9. Click the [Tracking ID](#) next to the "Open" batch containing the corrected transactions.
10. Enter your e-mail address, if necessary.
11. Click **Submit Batch**.

### Summary & Detail Report Transaction Status Types

The ACES Processing Detail provides high level information on the status of your transactions. The following table lists status types/messages, their definitions, and resolution instructions. For a detailed report, go to the “Status” folder; select “Retrieve Files” and request detail for a specific batch.

Status Message	Status Type Abbreviation	Definition	Resolution
Successfully Applied	SA	Batch was run, transaction was executed and applied.	None.
Agency Error	AE	The agency is not allowed to submit the requested transaction, OR The agency created a transaction with incomplete or invalid data	Review Detail Report and correct problem per the message provided.
Completed	C	A CalPERS technician resubmitted a transaction that was identified for review or correction by CalPERS.	None.
PERS Rtry	PR	Participant was identified by the CalPERS system as a PERS member, a health transaction was submitted, but no appointment was on file for the Participant. The transaction is flagged as “PERS Retry” to note that there is no appointment.	When an appointment is applied for the Participant requested, the transaction will be picked up in the next batch. Check the transaction status in 2-3 days after receipt of the PERS Retry status. If the transaction has not been applied after 3 days, call (888) CalPERS (225-7377) for assistance.
Non-PERS Rtry	NR	A CalPERS technician must review the Non-PERS New Health transaction requested. There’s a problem updating either the appointment or health information.	If the transaction is approved, the technician completes and updates the transaction through the CalPERS system. The Detail Report will show a completed status. If the transaction is denied, the Summary Report will reflect a denied status.
COBRA Rtry	CR	A CalPERS technician must review the New COBRA Enrollment transaction requested. Depending upon the technician's analysis of the transaction, it can be denied or completed.	Same as Non-PERS Rtry.



## TRANSACTION STATUS TYPES

Status Message	Status Type Abbreviation	Definition	Resolution
Manual Correction	MC	A CalPERS technician must review the transaction requested. Depending upon the technician's analysis of the transaction, it can be denied or completed. *NOTE: Generally, Manual Corrections require some processing time. Please check the Detail Report for the results of this transaction a day or two after you submitted your batch.	If the transaction is approved, the technician completes and updates the transaction through the CalPERS system. The Detail Report will show a completed status. If the transaction is denied, the Summary Report will reflect a denied status.
Duplicate	Dup	A transaction was submitted that matched information CalPERS previously had on record.	None.
Denied	D	The CalPERS technician determined that the transaction submitted cannot be processed or approved due to discrepancies or non-compliance to laws, procedures, and/or rules/regulations.	None.
Informational	I	Data may have changed from what was originally keyed. The system derived different data based on the CalPERS business rules (e.g., effective dates, party rates), OR gives information to the user of historical data on file and new data that replaced it.	None.

**Health—Internet Forms: Common Transaction Status Messages**

The following table lists common examples of batch messages for Health—Internet Forms. For questions regarding Health related messages, please call (888) CalPERS (225-7377).

Status Type Abbreviation	Message	Description	Resolution
AE	HBO Received Date must be greater than or equal to the Event Date	HBO Received Date submitted is prior to the Permitting Event Date.	Correct the signature date to be the same as or later than the event date.
AE	Subscriber is trying to enroll in a health plan outside his/her service area. Or, a plan rollover to an active health plan must be processed before completing this transaction.	<p>Possible reasons for errors:</p> <ul style="list-style-type: none"> <li>• The plan selected is not available in that area,</li> <li>• Another Health Event occurred since the effective date of the submitted transaction, or</li> <li>• A rollover may be needed.</li> </ul>	<p>Verify the Health Plan selected is available. If the health plan is not available, select another Health Plan and resubmit the transaction to CalPERS for processing. If the plan is available in the subscriber's area, verify through Participant Inquiry whether another event occurred since the effective date entered in this transaction. If so, contact CalPERS for assistance. If no other event occurred and the health plan is available in the member's service area, contact CalPERS to report the problem.</p>
AE	The Subscriber already has a Spouse or Domestic Partner on file. Only one Spouse or Domestic Partner may be associated to the subscriber.	User attempted to add a Spouse or Domestic Partner and the system already has a Spouse or Domestic Partner on file.	Delete ex-spouse or ex-domestic partner using Delete Dependent function, and submit transaction. After deletion is reflected, add the correct spouse or domestic partner and resubmit transaction. If this is a New Health Enrollment, the ex-spouse or ex-domestic partner may still have a relationship in the CalPERS system from a prior enrollment. User must call CalPERS to have the relationship terminated. The next day, resubmit the transaction (Agency Error).

Status Type Abbreviation	Message	Description	Resolution
MC	Health Event Reason Code designated for Manual Processing.	The Health Event Reason Code entered must be manually processed by CalPERS. This includes any COBRA or Medicare Enrollment.	No employer action. CalPERS will manually process this transaction and change the status to Completed. When the status has been updated, you will receive confirmation of the completed transaction on a future Detail Report.
MC	Could not determine the medical group for the incoming orgID.	Medical Group is derived, but the values provided did not match COMET medical group.	No employer action. Employer does not have a contract with the medical group that was submitted. CalPERS staff will contact the employer to validate the correct medical group.
MC	Individual is already covered on effective date.	User attempted to add health coverage, but the subscriber or dependent is currently reflecting a status of "covered" under another coverage group.	No employer action. CalPERS will research the problem and contact the employer if there are any questions. When the status has been updated, you will receive a new transaction status on a future Detail Report. The transaction may be denied or completed depending upon research results.
MC	The dependent was not found using the agency SSN (Agency submitted: XXX-XX-XXXX).	The Dependent could not be found using the SSN entered by employer.	No employer action. CalPERS will research the transaction. The dependent may be in the system without an SSN. If the name and birth date match the dependent in COMET the dependent's SSN will be added. The status will be changed to Completed or re-submitted and the transaction will be processed by the next ACES batch. If the SSN does not match, the transaction will be denied.

## TRANSACTION STATUS MESSAGES - HEALTH

Status Type Abbreviation	Message	Description	Resolution
<b>MC</b>	Subscriber is not covered by designated agency.	Agency submitted Change Plan, Change Premium Payment, Add Dependent (or any health modifying transaction), but coverage found for the subscriber was qualified through an appointment that is with another agency.	No employer action. CalPERS will research the health enrollment and attach it to the correct employer. The status will be changed to Completed. When the status has been updated, you will receive confirmation of the completed transaction on a future Detail Report.
<b>MC</b>	The birth date on the dependent with SSN (XXX-XX-XXXX) was (mm/dd/yyyy), but COMET has a birth date of (mm/dd/yyyy).	A discrepancy exists between the dependent's birth date on the transaction versus what exists on COMET.	No employer action. CalPERS will contact the employer to validate the date of birth and manually update the transaction. Status will be changed to Completed. When the status has been updated, you will receive confirmation of the completed transaction on a future detail report.
<b>MC</b>	Events have occurred on the account after the effective date entered.	Another transaction with a later effective date was already applied to the system.	A CalPERS technician must manually apply this transaction. The status will be changed to Completed.
<b>NR</b>	Subscriber already covered with the agency as-of the transaction record effective date.	Subscriber is already covered by agency.	No employer action. CalPERS will verify if the participant has been cancelled by the former agency. CalPERS will manually process this transaction and change the status to Completed. When the status has been updated, you will receive confirmation of the completed transaction on a future Detail Report.



Status Type Abbreviation	Message	Description	Resolution
<b>SA</b>	COMET will use an Effective Date of ____, but the agency submitted Effective Date of ____.	This message is provided if COMET derives an effective date that differs from the agency's date.	The effective date will differ from what was submitted on the transaction. The agency should validate which effective date is correct and contact the employee with the changes. If the original effective date provided by the agency should be used, contact CalPERS to correct the date on COMET. You will not be automatically notified of the correction in effective date. You can access Participant Inquiry the following day to confirm if the effective date was changed.
<b>SA</b>	Demographic information of ____ has been changed to ____.	Before and after information displayed upon successful demographic transaction.	No employer action.
<b>I</b>	The COMET address has been changed from (___ to ___).	The address on the system was changed to reflect the new address entered.	No employer action. The database will save the new address submitted in the transaction.

**Membership – Internet Forms: Transaction Status Messages**

The following table lists common examples of batch messages for Membership. Transaction statuses noted with \*, are unique to File Transfer employers. For questions regarding these messages, call (888) CalPERS (225-7377).

Status Type Abbreviation	Message	Description	Resolution
<b>AE</b>	A technical problem occurred and the transaction was not processed; call the Employer Contact Center to report this.	N/A	See error message received with this message for instructions on resolving this error. Contact CalPERS to report the problem if further assistance is needed.
<b>AE</b>	Appointment Start Date cannot be earlier than or equal to the Participant's Permanent Separation date.	Appointment start date must be after Permanent Separation date.	Recheck the Effective Date and resubmit if necessary.
<b>AE</b>	Coverage Group being added cannot be less than the earliest Group.	The Coverage Group change effective date that was keyed is prior to the previous Group.	Correct the Effective Date to be later than the last Coverage Group. Resubmit the transaction.
<b>MC</b>	Appointment may have been deleted or a possible system error exists; call the Employer Contact Center to report this.	N/A	No employer action. A CalPERS technician will review the transaction and, if necessary, contact the agency to confirm the appointment.
<b>MC</b>	As-of the Effective Date of ____, this Participant has more than one appointment with this employer; the system cannot identify the appropriate appointment, so the "change" transaction cannot be applied.	There was a duplicate appointment that caused the transaction to not be applied.	No employer action. CalPERS technician will research this appointment. If this is a duplicate transaction, it will be denied. Otherwise, the transaction will be applied to the appropriate appointment.
<b>I</b>	The COMET address has been changed from (____) to (____).	N/A	No employer action. The database will save the new address submitted in the transaction.